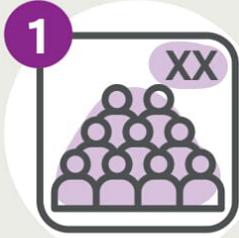


TOURIST TRANSPORT GUIDELINES

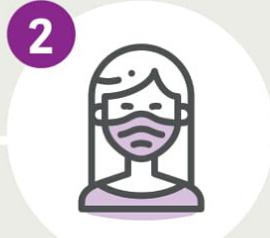


MADRID
CONVENTION
BUREAU

Recommendations for
reducing infection
by coronavirus
SARS-CoV-2



1
Define capacity and system for vehicles and facilities according to the indications of the competent authorities



2
Passengers: mask use as indicated by competent authorities



3
Driver: masked



4
Making surgical masks available to passengers is recommended



5
Placing disinfecting floor mats at access points to public service offices is recommended



6
Attention to managing waste in vehicles and facilities



7
Closure of restrooms if the necessary hygiene measures cannot be guaranteed



8
Bus/minibús: define seating arrangement



9
Bus/minibús: do not use fold-down seat or the first row



10
Bus/minibús: passengers board through the back door



11
Bus/minibús: assigned seating no changes allowed



12
Bus/minibús: avoid crowding during boarding and deboarding



13
Bus/minibús: disposable earphones



14
Vehicle driver (up to 9 seats): protective partition recommended

1. The organisation should: adhere to the provisions established in the guidelines issued by the competent authorities on the subject of vehicle occupation and social distancing, both inside vehicles and at the ticket counter. To do so, it must define the capacity and procedure to ensure the safety distance (for example, by indicating at the entrance/access point how many people can enter or the maximum capacity allowed).
2. The organisation should: with respect to mask use by passengers, they will follow the rules issued by the competent authorities, although, in any case, it must duly inform passengers of this when they purchase their tickets, as well as through its usual communication channels (social media, website, etc.). In general, masks must be worn whenever the interpersonal safety distance cannot be guaranteed.
3. The driver, moreover, must wear a mask.
4. It is recommended that the organisation provide surgical masks for use by passengers under the conditions the organisation determines.
5. The use of disinfecting floor mats at the entrances to public service offices is recommended.
6. The organisation should: pay special attention to management of waste, providing the necessary means for properly disposing of it. Wastepaper bins with hands-free operation will be provided for waste disposal and subsequent management.
7. If restrooms are made available to passengers (for example on the bus, at the ticket counter or in offices), these should be provided under conditions that ensure safety and hygiene with respect to COVID-19. Restrooms must be closed if it is not possible to provide the necessary safety and hygiene conditions.
8. Bus/minibus. The following prevention measures must be observed: the maximum capacity inside the vehicle will be defined, as well as the seating plan for passengers, following the guidelines indicated by the competent authorities at all times and respecting safety distances between passengers as much as possible (for example, seating passengers in every other seat, in a zigzag pattern, etc.), between passengers and the driver, and between the driver and the tour guide, if applicable.
9. Bus/minibus. The following prevention measures must be observed: use of the fold-down seat and first row of seats will be avoided, as these are pass-through areas and close to the driver.
10. Bus/minibus. The following prevention measures must be observed: passengers will board the vehicle through the back door, maintaining the interpersonal distance as much as possible.
11. Bus/minibus. The following measures must be observed: passengers, if they leave the vehicle and return to the same vehicle (tour organised with intermediate stops), will sit in the same seat; to this end, it will be necessary for seat identification/numbering to be visible.
12. Bus/minibus. The following measures must be observed: a system to avoid crowding of passengers during boarding or deboarding of the vehicle will be established.
13. Bus/minibus. The following measures must be observed: if earphones are provided, they will be disposable.
14. Vehicle driver (up to nine seats) use of a partition between the driver and passengers.